

Going Ductless (NW Ductless Heat Pump Project) is retiring.

The NW Ductless Heat Pump Project, GoingDuctless.com and the project's oriented and master [installer lists](#) will be sunsetting on April 1, 2022. [Comfort Ready Home](#) will then host the legacy master installer list to maintain consistent support for Northwest utilities, customers and installers. BPA will not update the legacy master installer list after April 1, 2022, and it will sunset April 1, 2023.

Participating NW Ductless Heat Pump Project installers are encouraged to join the [Comfort Ready Home Residential Contractor Network](#). With an established history of participating in NEEA's program, these installers can automatically enroll in Comfort Ready Home's Residential Contractor Network without submitting a contractor application. Once registered, the contractor will be connected with a field specialist to confirm their service offerings and territory. If the contractor is not currently working with any Comfort Ready Home participating utilities, the field specialist will help the contractor enroll in their local utility networks or programs. Participating in utility networks or programs may include adding the contractor to the Comfort Ready Home Contractor Search results for participating utilities in their territory. Field Specialists connect with contractors each quarter to ensure the contractor is well supported, clearly understand utility paperwork and technical requirements, and provide training on request. This relationship ensures the Comfort Ready Home Contractor Search results remain up to date. If changes occur to the contractor's business or contact information, it is updated on the website.

For utilities that rely on the current installer list, there are two options available as of April 1, 2022:

- Comfort Ready Home will host a static legacy list of NWDHPP installers on the website. This URL will be provided to you by March 1, 2022, and you can direct to this list from your website or program materials.
- Utilities participating in Comfort Ready Home can rely on the Program to host a Contractor List using the Contractor Search function for Ductless Heat Pumps. To enroll or update your preferences for the search results for your utility, contact your [Field Specialist](#) before March 1, 2022.

Comfort Ready Home will be adding several key resources, including the [Buyer's Guide](#) and [Best Practices Guide](#), which were developed by NEEA, to the [Homeowners page](#) on ComfortReadyHome.com later this spring. Details will be announced when those resources are available.

Questions? Contact Program Manager Rob Burr

